



COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County
Board of Supervisors

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2007

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Vacant

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Maria C. Tortorelli, Esq.

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David Jetton

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**California Department of
Child Support Services**
Mary Lawrence

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Debbie Strong

CHILD SUPPORT ADVISORY BOARD MINUTES SEPTEMBER 27, 2007

Present

3rd District, Lucy T. Eisenberg, Esq.,
Chair
4th District, Maria Tortorelli, Esq.
5th District, Susan Speir, Vice Chair
5th District, Reginald Brass
Steven Golightly, CSSD
Susan Jakubowski, DCFS
Fran Wong, DPSS
Lori Cruz, Deputy Director, CSSD
Gene Franklin, CIO

Guests

Lisa Garrett, Chief Deputy Director, CSSD
David Jetton, Superior Court
Wayne Doss, Division Chief, Case Initiation,
CSSD
Julie Paik, Deputy Director, CSSD
Gail Juiliano, Chief, QAPI, CSSD
Mary Lawrence, Regional Administrator,
DCSS

Staff

Lee Millen, Executive Office, BOS
Janice Davis, Executive Office, BOS
Gabriel Alexander, Executive Office, BOS
Garen Khachian, Executive Office, BOS
Andrew Sevrin, Executive Office, BOS

Absent

2nd District, Paula Leftwich
2nd District, John Murrell
3rd District, Janice Kamenir-Reznik
4th District, Jean Cohen

CALL TO ORDER

Chair Eisenberg called the meeting to order at 9:30 a.m. in room 374-A, Kenneth Hahn Hall of Administration.

Chair Eisenberg welcomed new administrative staff Janice Davis, Andrew Sevrin and Garen Khachian, who will be replacing Lee Millen and Gabriel Alexander from the Executive Office of the Board of Supervisors. Mr. Millen and Mr. Alexander were commended for their excellent service provided to CSAB.

APPROVE MINUTES OF JULY 26, 2007

On motion of Vice Chair Speir, seconded by Member Golightly and unanimously carried, the minutes of July 26, 2007 were approved as submitted.

STAFF REPORT TO INCLUDE: UPDATE ON CSAB VACANCIES, ATTENDANCE RECORDS, QUORUMS, AND MEETING SITES AVAILABLE

Lee Millen, Staff, Executive Office reported:

- There are presently two (2) vacancies in the 1st District. Although Janice Kamenir-Reznik has advised that she submitted her resignation to Supervisor Yaroslavsky's office, the 3rd District has not directed the Executive Office to consider her position vacant. Chair Eisenberg agreed to inquire regarding this issue.
- A Member can be removed for unexcused absences; the Audit Committee conducts a Sunset Review and reports to the Board of Supervisors on activity and attendance records.
- The Commerce CSSD Headquarters is currently occupied as a training site for new staff.

Following discussion, on motion of Member Tortorelli, seconded by Vice-Chair Speir and unanimously carried, the CSAB implemented a new policy of Attendance due to the difficulty of achieving quorums: "Failure by a Member to inform or communicate an absence to the Chair or CSAB staff will be recorded as an Unexcused Absence". The Chair agreed to notify all members of the new attendance policy.

DIRECTOR'S REPORT TO INCLUDE: UPDATE ON STATE BUDGET; REPORT ON BLUE RIBBON SUMMIT; REPORT ON SLMS SATURDAY; CRIMINAL PROSECUTION PROJECT; CSDA CONFERENCE; AND CASE CLOSING PROJECT

Steven Golightly, Director, CSSD reported the following:

- The CSSD budget allocation from the State remains the same.
- The Blue Ribbon Summit was held at the County Arboretum and 400 front-line staff from DCFS, DPSS and the CSSD met and discussed case operations including case processing and procedure. Some overlap was seen in topics identified for follow-up by staff. Supervisor Don Knabe and CEO William T. Fujioka were in attendance.

- Four (4) proposed Action Items were agreed to:
 - Create a shared computer database among Departments, which would allow read-only access.
 - Continue front-line staff cross-training.
 - Create more effective ways to share information, i.e. meeting monthly/quarterly, to confer on child support procedures.
 - Co-location among Departments, i.e. CSSD and DCFS could share office space at 8300 South Vermont Avenue; clients would have one central service area.

**DCSS' REPORT TO INCLUDE: UPDATE ON CCSAS AND PHASE 2;
INFORMATION REGARDING IV-E REFERRALS; PERCENTAGE OF PAYMENTS
NOT REDIRECTED TO SACRAMENTO; ANY RECENT DEVELOPMENTS
REGARDING HEALTH INSURANCE; AND RESPONSE TO LETTER
REGARDING CONTACTS WITH EDD**

Mary Lawrence, Regional Administrator, DCSS, via telephone, reported:

- Status of CCSAS (California Child Support Automated System) roll out and pilot counties:
 - Wave One completed as scheduled in May 2007. Counties converted to system were El Dorado, Yolo, and Tuolumne.
 - Wave Two completed as scheduled for September 2007. Converted Napa, San Benito, Santa Cruz, and Sierra Nevada Counties into the system.
 - Wave Three will be completed in October 2007. It will convert Butte, Sonoma, Tehama, and Lassen Counties into the system.
 - Wave Four is scheduled for November 2007. Will convert Merced, Santa Barbara, Ventura and Kings County into the CSSAS. Ventura County, one of the largest Counties in Southern California, has a caseload of 29,000.

By October 1, 2007, there will be approximately 98,000 cases in CCSAS.

- Maria Caudill, Assistant Director of Communications and Public Affairs, DCSS, will meet with EDD on October 3, 2007, to draft a letter for the next CSAB meeting.
- There are presently no updates on foster child health insurance. There was no

new information about IV-E referrals.

Steve Matrenga, DCSS, via telephone, reported:

- In an effort to minimize redirected disbursements; include the development of items such as lock boxes, outreach material (postcards/labels with correct addresses), electronic payments, etc.
- There is a risk involved in not sending items to the State Disbursement Unit; The SDU hopes to have a 90% mail receipt rate by the end of 2007.

REPORT ON DATA AND INITIATIVES FOR HEALTH INSURANCE ORDERS AND COVERAGE

Gail Juilliano, QAPI, CSSD, reported:

- The Quality and Productivity Commission provided a study grant for NCP medical insurance for dependents; the contract started a year ago, and to date 225,000 cases have been submitted resulting in 400 matches.
- The employer supplies the NCP information, and medical insurance information is provided on behalf of the child. A third party named Health Management Systems (HMS) has been assisting in providing information on NCPs and coverage for their dependents.

UPDATE ON PIP/STRATEGIC PLAN (Customer Service and Goal 4) – Lori Cruz

Lori Cruz Deputy Director, CSSD, reported:

- The goals in the Performance Improvement Plan regarding customer service include a 25-minute lobby video on child support issues, which provides parents information on what to bring to court and how to answer questions during an office interview.
- PIP is piloting a Customer Service Satisfaction Survey, which will become an ongoing process.
- A Lobby/Customer Service Attendant will be used to expedite customers.

REPORT ON MEETING WITH DCFS REGARDING TRAINING ON REFERRALS

Gail Juilliano Chief, QAPI, CSSD, reported:

- The referral training is a work in progress. All DCFS Child Social Workers have been trained in the “Best Interest” policy.

UPDATE ON TIME-FRAME TO OPEN CASES

Wayne Doss, Division Chief of CSSD's Case Initiation Division, reported:

- It used to take twelve (12) days for a welfare case to go from DPSS to the Central Division, but now it takes about six (6) days.
- Welfare Referrals take six (6) days from application to the Case Create Unit Mailroom.
- Non-Welfare Cases are mailed from the applicant to the Central Intake Mailroom, who gets about 73% of Non-Welfare Cases.
- The rest of the mail (20%) takes about three (3) days to reach the Case Create Unit Mailroom.
- Altogether, it takes twenty (20) days for a case to be created.

**FOLLOW-UP ON HANDLING OF CASES WHERE NCP IS INCARCERATED –
Gail Julliano**

Gail Julliano, Chief, QAPI, CSSD, reported:

- If an NCP is incarcerated in a Federal or State prison, an automatic form is generated to the prison.
- If the NCP is incarcerated for less than (60) days no adjustment is made in child support. If it's more than sixty (60) days the case is evaluated for modification.

REPORT ON CUSTOMER SERVICE COMMITTEE

Maria Tortorelli reported:

- The Customer Service Committee has been focusing on matters, such as how to improve service to the customers and meet Federal Performance Standards.
- How to improve the Call Center.
- Member Tortorelli informed CSAB she is stepping down as Chair of the Customer Service Committee because of pressing commitments to the Court. Vice Chair Speir offered to chair the Committee.

FOLLOW-UP ON THE PROBLEM OF ARREARS FROM RETROACTIVE

CHARGES – Lucy Eisenberg

- Chair Eisenberg reported that no significant changes have occurred regarding arrears. The topic will be deferred to next month.

MATTERS NOT POSTED ON THE AGENDA (to be presented and placed on a future Agenda)

There was none.

PUBLIC COMMENT

There was none.

ADJOURNMENT

Chair Eisenberg declared the meeting adjourned at 11:53 a.m.